

September 15, 2008

TO: All Offerors

Subject: Amendment No. 1 to Request for Proposal (RFP) Number RCE-8-88651 for
"Information Technology Services and Support"

This Amendment No. 1 is issued to answer questions received on the subject RFP.

Note that questions shown below may be compilations of duplicate questions received, and/or may have been edited to protect an offeror's business-sensitive information provided in the original question.

- Question 1:** Is there a schedule for when the subcontracts will be awarded?
Answer 1: NREL is anticipating the first subcontracts to be executed by January 1, 2009.
- Question 2:** Would our proposal be considered if we have not had a DCAA audit, but our books are structured by the DCAA guidelines?
Answer 2: Yes, offerors who submit a proposal but have not had a DCAA audit will be considered. The rates will be evaluated for reasonableness.
- Question 3:** Regarding RFP Section 6.4, can we use our current or past contracts with NREL as one of the 3 past performance references in Section 6.4?
Answer 3: Yes, past and current performance with NREL will be considered.
- Question 4:** Regarding RFP Section 4, how does NREL determine if a vendor is awarded the \$500K vs. \$900K subcontract award? What is the criteria and determining factors for a vendor to be awarded one amount vs. the other amount?
Answer 4: The ceiling amounts provided in the RFP are baseline estimates to provide a range of possible award values for a successful Offeror. Specific ceiling values will be determined by programmatic need and technical capabilities of the successful offerors.
- Question 5:** Regarding RFP Section 4, which funding amount is set aside for small business-- \$900K, \$500K, or another annual amount?
Answer 5: See Answer 4.

Question 6: Section 10D, Paragraph 3: Please explain further details on what the statement means: "Note: Expenses shall be unallowable and unallocable to the labor hour subcontracts." We are not sure how this statement relates to Exhibit I, especially how to incorporate Subcontractor expenses in Exhibit I "General & Admin Expenses". Do we still include expenses in this portion of Exhibit I, not include expenses in this portion of Exhibit I, or is there a certain expense type that should be excluded from this portion of Exhibit I?

Answer 6: The offeror should propose their fully burdened hourly labor rates. Labor overhead, fringe benefits, G & A, and any proposed profit shall be included in the fully burdened rates, and as disclosed on the Labor Hour Rate Form. However, do not include or add any expenses to your G&A pool that are not allowable.

Additionally, as noted in Instruction # 1 of RFP Exhibit I, the G & A rate shall be adjusted and proposed as required to account for NREL-provided office space, supplies, computer equipment, and telephone. Please see instruction # 1 under RFP Exhibit I for more detail.

Question 7: Appendix B-6 (10/01/03) NREL Standard Terms and Conditions, states under Clause 25 that this [sub]contract is subject to the "Service Contract Act" and may have to be in accordance with the wages and fringe benefits determined by the DOL Wage Determination. Is this contract under the Service Contract Act and is a Wage Determination attached to this contract?

Answer 7: No, the resultant subcontracts will not be subject to the Service Contract Act.

Question 8: Under RFP Item 6.4. How far back in our history can we go back on similar past performance? How far back can we go on recent staffing samples?

Answer 8: Three years is preferable for NREL to get a broad picture of past performance. Staffing samples should be within the last 12 months.

Question 9: RFP Item 10.d states "The hourly Labor rate ranges proposal must include support documentation for each proposed fully burdened labor rate". What type of "support documentation" are you referring to? Is it the direct labor burden (FICA, FUTA, Unemployment Tax, Worker's Comp), G&A, fringe benefits and profit?

Answer 9: Please refer to Instruction No. 2 under RFP Exhibit I.

Question 10: Exhibit 1. On the chart is Range 1 considered the lowest range with Range 2 being the next highest and so on?

Answer 10: Yes, this is correct.



Question 11: Exhibit 1, Page 2. Per your tables the “Labor Overhead” and “Fringe Benefits” columns are separate columns; however, on your Instructions on Page 3, Item 1 they are to be shown listed together. Should we input data per the table columns or the instructions?

Answer 11: Breaking labor overhead and fringe benefits out per the table columns is preferred.

Question 12: Exhibit 1, Page 2. The Service Contract Act and DOL Wage Determination states that we should pay 10 holidays and 10 vacation days, and Health and Welfare (currently \$3.24 per hour) to our employees at your facility. Should we list these benefits under Fringe Benefits? Or will they be billed separately at a predetermined lower rate?

Answer 12: These benefits should be included in the offeror's fringe benefits rate and included in the fully burdened hourly labor rates.

Question 13: Exhibit 1, Page 3, Item 2. What is meant by “wage rate verification in the form of payroll records or employment contract agreements? What portion of rates do we verify and how does NREL require it broken down? Again, is Direct Labor, Overhead burden, G&A, fringes and profit sufficient breakdown? Which indirect costs, for example, does NREL require us to document?

Answer 13: As indicated under instruction # 2 under RFP Exhibit I, justification for each cost element utilized in the Labor Rate Proposal shall be provided.

Question 13A: Sample Subcontract, Article 3.C.3. “Overtime rates shall be negotiated”. As always we must abide by FLSA; what billing multiplier will NREL use if overtime is approved?

Answer 13A: Overtime is not typical under NREL subcontracts. However, in the rare occasion NREL's programs require it, the Subcontract Administrator will negotiate the overtime rate within standards and provisions in place at that time. No overtime rates will be pre-negotiated prior to award of a subcontract.

Question 14: Sample Subcontract, Article 7.A. “Each Work Order may be a competitive request”. Will some be directly assigned to a subcontractor without the bidding process?

Answer 14: Yes, occasionally work orders are not placed via a competitive request.



Question 15: Sample Subcontract, Article 11.C. states the Technical Monitor does not have authority to authorize any changes that may affect the subcontract's scope of work, terms or conditions. Article 7.G of the same section states otherwise. Who would therefore be the final authority on modifications?

Answer 15: The NREL Technical Monitor has authority to revise Work Orders only. Only the NREL Subcontract Administrator has authority to revise or modify the actual subcontract for the entire effort.

Question 16: What information is required in order to be considered as a small business?

Answer 16: Review the NAICS Code listed in Section 13 of the RFP, and determine by those guidelines whether your organization is considered a small business. Small business determination is self-determining through your completion of the Representations and Certifications form. Certain sub-sections of the Small Business classifications (Small Disadvantaged or 8(a) for example) are required to have certification from the Small Business Administration.

Question 17: As a small business, are we eligible to be considered for one of the six Labor Hour Subcontracts, or are we only considered for the Small Business (Lower-Tier) Subcontracting Plans?

Answer 17: It is NREL's intention to award half of the resultant subcontracts to small businesses. Please note that NREL estimates up to six subcontracts; however, this number is not a firm number.

Question 18: What is the actual number of contractor personnel anticipated?

Answer 18: NREL cannot foresee how many subcontractor personnel will be utilized under the resultant subcontracts.

Question 19: What are the roles and hourly rates currently being charged by the current contractor personnel providing support?

Answer 19: The information requested is internal to NREL only. However, please feel free to browse NREL's web site (www.nrel.gov) for information about NREL and our programs that is available to the general public.

Question 20: Is it possible to have a site visit to get a feel of the current technology environment that needs to be supported?

Answer 20: NREL will not be conducting a site visit (pre-proposal conference) for this RFP.



Question 22: Will contractor personnel be entitled to Vacation, Sick or Holiday time off? If so, how much time for each and what terms will apply to compensation for such time off?

Answer 22: The subcontractor is responsible to provide vacation, sick and holiday time off to its employees, and should include these benefits in their fringe benefits included in the fully burdened hourly labor rates proposed. See also Q & A # 12.

Question 23: After a statement of work is submitted, what will NREL's engagement process involve?

Answer 23: Reference the Subcontract (Proforma) Schedule, Article 7 - Work Order Process.

Question 24: Does the offeror's ability to coordinate through associate vendors including women owned and minority owned play a role in the decision?

Answer 24: The proposals will be evaluated in accordance with RFP Section 6, Qualitative merit criteria for Best Value Selection, only.

Question 25: How many of full-time employees does NREL employ?

Answer 25: The information requested is internal to NREL only. However, please feel free to browse NREL's web site (www.nrel.gov) for information about NREL and our programs that is available to the general public

Question 26: What stage in the process does this document represent? (Is this used to make the final decision?)

Answer 26: The intent of this question is unclear.

Question 27: What is the Goal/Objective of RFP process?

Answer 27: Please refer to RFP Section 4.

Question 28: Is a financial report from the offeror required?

Answer 28: No a financial report is not required. However, as stated in RFP Exhibit I, justification for each cost element utilized in the Labor Rate Proposal shall be provided and will be evaluated by NREL.

Question 29: What is your current supplier program/staff augmentation process?

Answer 29: This question is outside the scope of this RFP.



Question 30: Who are your primary vendors currently? Will merit play a role in the decision making process?

Answer 30: Because this is a negotiated, competitive procurement, NREL makes known neither the incumbent nor any of the potential offerors that may submit a proposal under this RFP. As indicated in Section 6.4, past performance will be an evaluation factor.

Question 31: Do any of your primary suppliers utilize Associate Vendors?

Answer 31: See Answer 30.

Question 32: Does NREL have dedicated Supply Chain professionals for Sub-contract staff augmentation?

Answer 32: This question is outside the scope of this RFP.

Question 33: What is the desired pricing outcome? Are you looking to move towards cost control measures?

Answer 33: The desired pricing outcome will be for competitive hourly labor rates for each skill set. NREL controls costs via each individual work order with a negotiated fully burdened hourly labor rate, a specified number of hours, and resultant total work order ceiling amount.

Question 34: Has there been an IT committee formed for this RFP? If so, who are the contacts?

Answer 34: A Source Evaluation Team has been formed to evaluate the proposals received under this RFP. The names of those individuals will not be released.

Question 35: In Section 6.1 of the RFP is NREL looking for a resume along with fixed bill rate for the specific skill set?

Answer 35: There is no specific skill set mentioned in Section 6.1 of the RFP. Please re-read the requirements.

Question 36: How much lead time will be allowed to propose an entire Work Order?

Answer 36: It is NREL's expectation that the subcontractor adequately screen and submit a candidate within 48 hours.

Question 37: Is NREL able to provide an approximate average length of work orders?

Answer 37: Work orders have an average period of performance of six months but some may be less and some may be more.



Question 38: Will NREL consider out of state candidates? If so, would per diem be a consideration?

Answer 38: Yes, out of state candidates will be considered. However, per diem, an expense outside the allowable expense considered in G&A, will not be considered under the resultant subcontracts.

Question 39: Appendix A. Direction, Location and Supervision. What would be an example of a "remote site"? Could it mean out of state also?

Answer 39: Remote site could mean out of state for short periods of time depending on the work to be performed. Most work locations are in the Denver West area or National Wind Technology location, which is located approximately 15 miles north of Denver West area.

Question 40: How large is the National Renewable Energy Laboratory's IT Department? How many employees/contractors are employed in the IT Department?

Answer 40: The information requested is internal to NREL only. However, please feel free to browse NREL's web site (www.nrel.gov) for information about NREL and our programs that is available to the general public.

Question 41: What percentage of the IT Department is located in Colorado?

Answer 41: 100% of NREL's IT Center is located in Colorado.

Question 42: Describe the basic infrastructure for the National Renewable Energy Laboratory.

Answer 42: Please refer to the skill sets required in Appendix A, Statement of Work.

Question 43: Can we get a list of software applications and operating systems that are currently being used?

Answer 43: Please refer to the skill sets required in Appendix A, Statement of Work.

Question 44: What development languages are being used by NREL's existing Application Developers and Programmers?

Answer 44: Various development languages are used at NREL and will be specified in each work order. Additionally, some are listed in Appendix A of the RFP.

Question 45: What development languages are being used by NREL's existing Web Designers, Web Developers, Web Engineers and Web Form Developers?

Answer 45: Various web development languages are used at NREL and will be specified in each work order. Additionally, some are listed in Appendix A of the RFP.



Question 46: Will NREL provide high level job descriptions for the following positions?

- a. Application Developer I & II
- b. Application Programmer
- c. Web Designer
- d. Web Developer I & II
- e. Web Engineer
- f. Web Form Developer

Answer 46: No. The scope of this Statement of Work is Low-to-Medium Level positions. High-level positions will fall under NREL's RFP for Scientific and Business Information Technology Services and Support, RCE-8-88655 soon to be posted on NREL's web site.

Question 47: Is it acceptable to deliver the services requested with a combination of on-site and off-site resources?

Answer 47: It is expected that services will be delivered with on-site resources.

Question 48: How will the Subcontractor's performance be evaluated?

Answer 48: NREL will not perform or provide formal evaluations of Subcontractor Personnel performance. Please see Appendix A, Statement of Work, section titled "Duration, Location, and Supervision".

Question 49: Will Subcontractors be permitted to have direct communication with hiring managers?

Answer 49: Subcontractors will be permitted to have direct communication with hiring managers initially when a work order is issued ONLY if the hiring manager initiates the direct communication to add value to the recruiting of the resource.

Question 50: Are there any specific job descriptions with which we can base our pricing?

Answer 50: The sample Work Orders reflected in RFP Exhibit II, provide sample descriptions of jobs. NREL does not have specific job descriptions for each skill set. Each job will be determined by Work Order.

Question 51: Is NREL looking for a sub-contract vendor to manage a specific type of project on the horizon?

Answer 51: No, this is not within the scope of this RFP or subsequent subcontract.

Question 52: What is the IT footprint? (Other potential locations where we can add value?)

Answer 52: This question is not within the scope of this RFP or subsequent subcontract.



Question 53: What are the top 5 skill sets (by volume) NREL will be hiring?

Answer 53: This will vary with NREL's requirements.

Question 54: What have been the most challenging of skill sets to fill?

Answer 54: The most challenging skill sets to fill have been skill sets requiring enterprise OS X experience.

Question 55: If an offeror tailored its RFP response towards strictly staff augmentation and not deliverable based projects, would this weigh in the decision?

Answer 55: Selection will be based on the evaluation process and qualitative merit criteria stated throughout the RFP.

Question 56: Will there still be the responsibility for large businesses to subcontract a portion of the effort to small businesses, even if one or more small business concerns are awarded one of the six potential subcontracts?

Answer 56: Large businesses awarded a subcontract will need to complete and submit a Small Business Subcontracting Plan as outlined in Section 11.f. of the RFP and Article 16 of the proforma (Sample) subcontract.

Original and hard copies of the proposal shall be submitted by 4:30pm (MDT) on September 22, 2008. Please acknowledge receipt of this amendment in the cover letter to your proposal.

Sincerely,

Carol Johnston [e-signature]

Carol Johnston
Senior Subcontract Administrator

